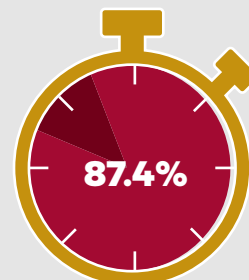
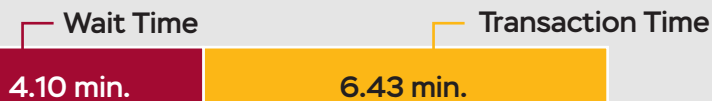


Customer Experience

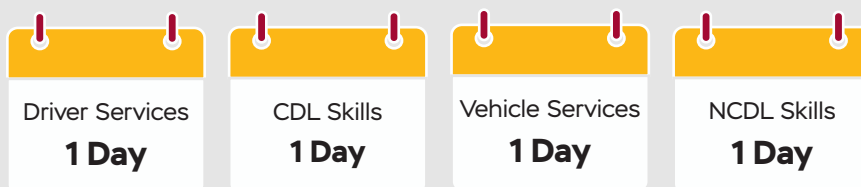
52,645 
SAME DAY APPOINTMENTS

 **131,441**
CUSTOMERS



of customers seen in
10 mins or less

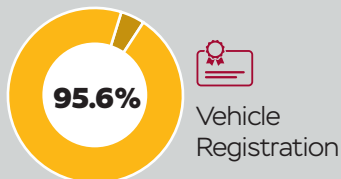
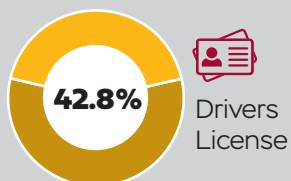
Appointment Lead Time



Month Ending	Wait Time < 10 min.
April	83.4%
March	82.1%
February	82.2%

Alternative Service Delivery

Renewals



MyMVA

1,160,082
myMVA active accounts 

 **296,304**
saved trips to the
counter at MVA

Customer Outreach



177,174
Calls Handled



8,812
Emails Answered



45,311
Chatbot Inquiries



138,000
Social Media
Impressions

Maryland Highway Safety

Monthly Fatalities:

May 2022: 51

May 2023: 47